| Ref<br># | Hits | Search Query   | DBs                | Default<br>Operator | Plurals | Time Stamp       |
|----------|------|--|--------------------|---------------------|---------|------------------|
| L1       | 1266 | select\$3 with (performance<br>qualification expertise (skill\$2 near2<br>level)) with (agent attendant CSR<br>(service adj representative))                       | US-PGPUB;<br>USPAT | OR                  | ON      | 2005/09/18 09:37 |
| L2       | 1461 | (updat\$3 modif\$7 chang\$3) with<br>(performance qualification expertise<br>(skill\$2 near2 level)) with (agent<br>attendant CSR (service adj<br>representative)) | US-PGPUB;<br>USPAT | OR                  | ON      | 2005/09/18 09:38 |
| L3       | 92   | 1 same 2   | US-PGPUB;<br>USPAT | OR                  | ON      | 2005/09/18 09:38 |
| L4       | 152  | 1 and 2  | US-PGPUB;<br>USPAT | OR                  | ON      | 2005/09/18 09:38 |
| L5       | 9    | 379/265\$3.ccls. and 3   | USPAT              | OR                  | ON      | 2005/09/18 09:47 |
| L6       | 16   | 379/265\$3.ccls. and 4   | USPAT              | OR                  | ON      | 2005/09/18 09:47 |